



6. Telemedicine means the practice of health care delivery, diagnosis, consultation and treatment and the transfer of medical data through interactive audio, video or data communications that occur in the physical presence of the member.
 - a. Hub site means the location of the telemedicine consulting provider, which is considered the place of service.
 - b. Spoke site means the location where the member is receiving the telemedicine service.

Conditions, Limitations and Exclusions.

1. Both the referring and consulting providers must be registered with AHCCCS.
2. A consulting service delivered via telemedicine by other than an Arizona licensed provider must be provided to a specific member by a physician or clinical psychologist licensed to practice in the state or jurisdiction from which the consultation is provided.
3. At the time of service delivery via real time telemedicine, the member's health care provider may designate a trained telepresenter to present the case to the consulting provider if the member's primary care provider or attending physician, or other medical professional who is familiar with the member's medical condition, is not present. The telepresenter must be familiar with the member's medical condition in order to present the case accurately. Medical questions may be passed on to the referring provider when necessary.
4. Services provided via telemedicine are billed by the consulting provider.
5. Nonemergency transportation to and from the telemedicine spoke site to receive a medically necessary consultation or treatment service is covered.

AHCCCS Division of Fee-for-Service Management does not require prior authorization (PA) for medically necessary telemedicine services performed by fee-for-service (FFS) providers. Refer to [Chapter 800](#) for complete information regarding PA requirements.



CHAPTER 300
MEDICAL POLICY FOR AHCCCS COVERED SERVICES

POLICY 320
SERVICES WITH SPECIAL CIRCUMSTANCES

Refer to Policy 310 of this Chapter and to the [Behavioral Health Services Guide](#) for complete information regarding covered behavioral health services for Title XIX and Title XXI members.

Refer to the AHCCCS FFS Provider Manual for complete information regarding billing procedures. This manual is available on the AHCCCS Web site at www.azahcccs.gov.